Enterprise Wide Referral and Authorization System (EWRAS) Business Rule Documentation Training
Part 1

Agenda

- **Audience**
- **EWRAS 101**
  - Who, What, When Where, Why and How?
    - Background of EWRAS and its affect on the MTF
  - Functional Areas
    - Explanation of EWRAS roles and how they affect MTF staff

Audience

- **Facility EWRAS Project Officers**
  - **Management of all EWRAS related activities at the facility MTF knowledge of Clinical Operations**
- **Facility Training Coordinator**
  - **Involve from the beginning**
  - **Responsible for training their MTF personnel on the EWRAS**
- **EWRAS Rules Manager**
  - **Critical member of EWRAS implementation team.**
  - **Responsible for mapping, documentation of rule sets, input of rule sets into the EWRAS**

EWRAS 101

Auto-Approved to Direct Care

Auto Approved to Civ Net

Route to Another MTF

Initiate Referral

Providers

Non-Providers

MCSC

Rules Engine

Rules Manager

Specialist Results

Specialist

Transcriptionist

Enter Network Results

MCSC

Review

Reviewer

Review Administrator

EWRAS 101

- **Who?**
  - **Provider**
    - Initiate, manage, track, and view and print referrals, view reports, set preferences
    - Designate surrogates
  - **Specialist**
    - Enter results, view and print referrals, view reports, set preferences
  - **Enter Network Results**
    - Enter referral results on referrals “Approved to the Network” and authorized by the MCSC
    - Enter and edit appointment information for first authorized appointment

EWRAS 101

- **Who** continued???
  - **Transcriptionist**
    - Enter results into a referral from MTF Specialist findings.
    - Results entered by Transcriptionist must be verified by the Specialist
  - **Reviewer**
    - Review referrals in queues
      - Select, review, and enter a review decision
  - **Review Administrator**
    - Review referrals in admin queue
      - Select, review, and enter a review decision
      - Review Administrator may be assigned different review decisions than a reviewer

EWRAS 101

- **Who** continued???
  - **MCSC**
    - Initiate a referral on behalf of a network provider
    - Enter civilian specialist findings from network providers
  - **Rules Manager**
    - Manage and maintain EWRAS configuration
      - Set up review decisions, taxonomies, CPTs, site parameters, referral templates, and assign countersigning privileges
      - Builds queues and rules for MTF

EWRAS 101

- **Who** continued…
  - **Non Providers**
    - Initiate, manage, track, and view referrals
    - Choose Co-signer
    - Any referrals initiated by an EWRAS Non Provider will have to be countersigned by an EWRAS Provider who has the countersigning privilege before the referral continues processing via EWRAS

EWRAS 101

- **What?**
  - **EWRAS functionality will include:**
    - Checking patient eligibility
    - Inputting request and tracking status
    - Routing, reviewing, and conditionally approving, disapproving the request
    - Forwarding the review decision to the referring provider
    - Forwarding the approved referral to the MHS appointing system and the referring provider
    - Forwarding the approved referral for the network to the MCSC
    - Returning specialist feedback to the EWRAS
    - Standard management reporting

EWRAS 101

- **When?**
  - **Business Rule Training: February-April 2004**
  - **Train the Trainer: May-August 2004**
  - **Web Based Training: Available May 2004**

EWRAS 101

- **Where?**

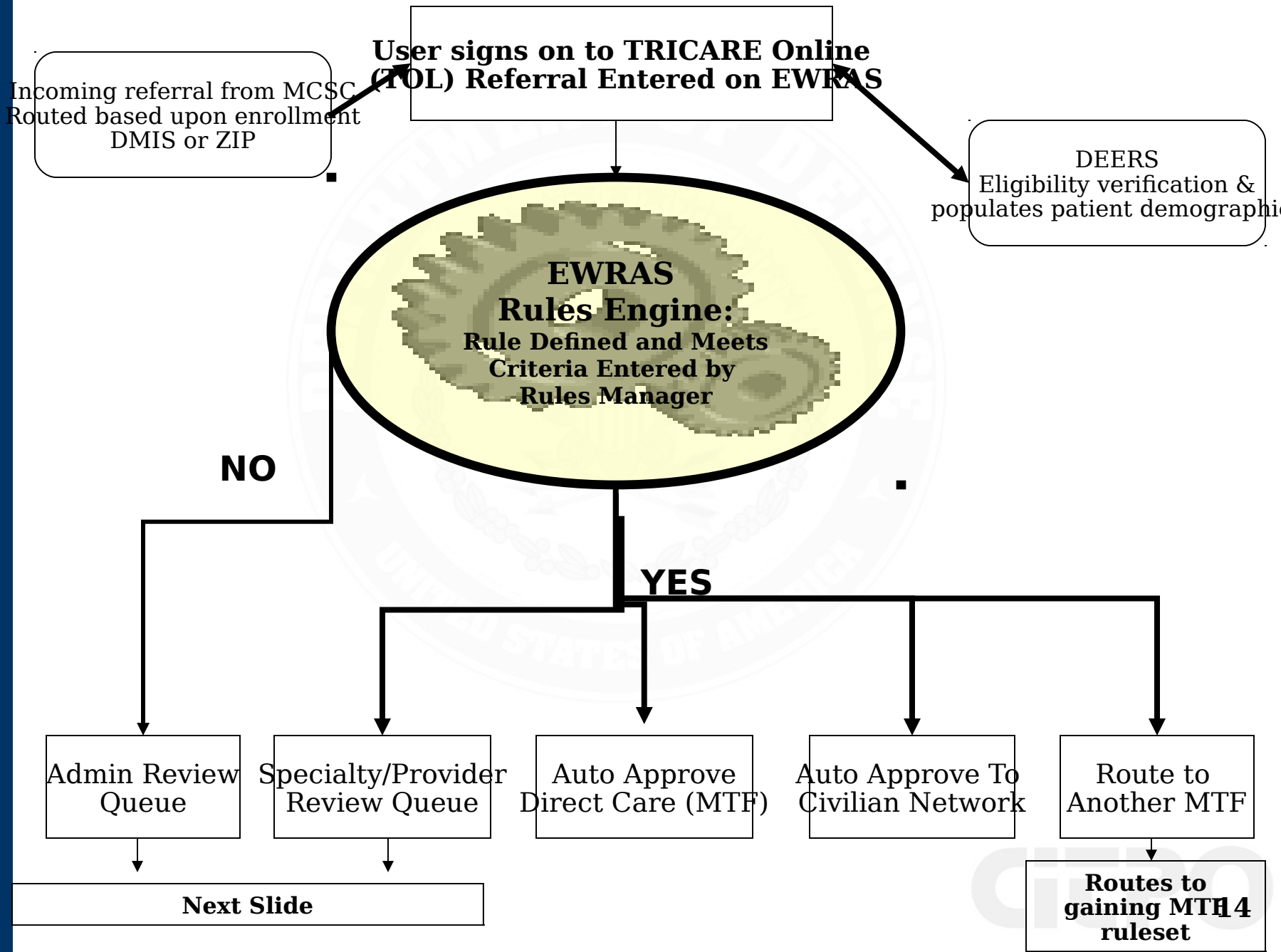
EWRAS 101

- **Why?**
  - **The TRICARE Next Generation Contract requires electronic referrals**
  - **All electronic referrals must be HIPAA compliant**
  - **EWRAS facilitates 24/7 access to care for Population Health and MHS optimization**
  - **Reduced paper requirements**
  - **Enter MTF referral processing among host systems**

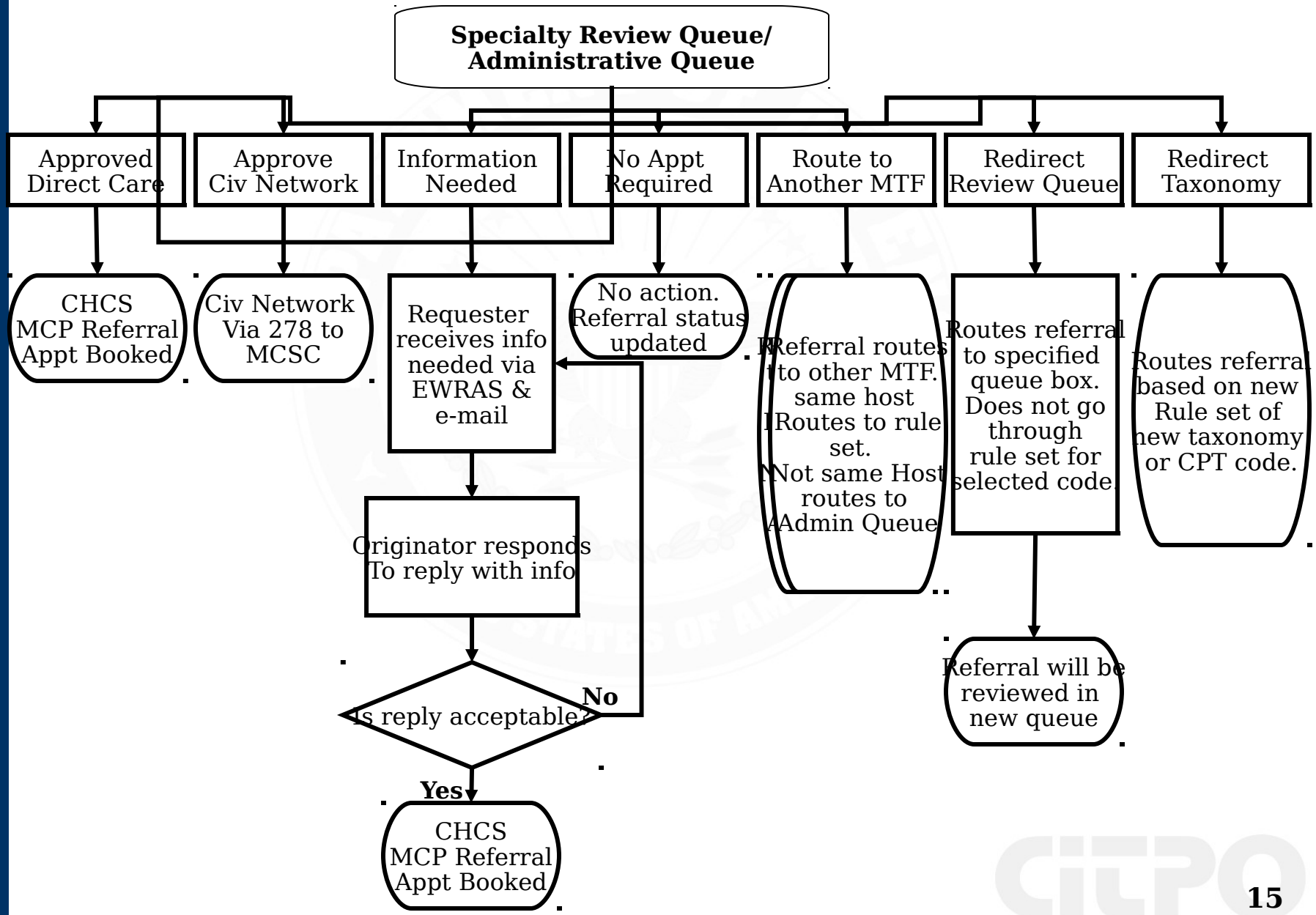
EWRAS 101

- **How?**
  - **Internet based system**
    - TRICARE Online
  - **Interfaces**
    - DEERS
      - Eligibility checks
    - CHCS
      - Patient information
      - MCP referrals
        - » Taxonomy/CPT code and description, reason for referral, and review comments will populate the MCP reason for referral
    - MCSC
      - 278 HIPAA Transmission
    - Reference Library

EWRAS 101


User signs on to TRICARE Online (TOL) Referral Entered on EWRAS
Incoming referral from MCSC Routed based upon enrollment DMIS or ZIP
DEERS Eligibility verification & populates patient demographics
EWRAS Rules Engine:
Rule Defined and Meets Criteria Entered by Rules Manager
NO
YES
Admin Review Queue
Specialty/Provider Review Queue
Auto Approve Direct Care (MTF)
Auto Approve To Civilian Network
Route to Another MTF
Next Slide
Routes to gaining MTF ruleset

EWRAS 101


Specialty Review Queue/ Administrative Queue
Approved Direct Care
Approve Civ Network
Information Needed
No Appt Required
Route to Another MTF
Redirect Review Queue
Redirect Taxonomy
CHCS MCP Referral Appt Booked
Civ Network Via 278 to MCSC
Requester receives info needed via EWRAS & e-mail
No action. Referral status updated
Referral routes to other MTF. same host Routes to rule set. Not same Host routes to Admin Queue
Routes referral to specified queue box. Does not go through rule set for selected code
Routes referral based on new Rule set of new taxonomy or CPT code.
Originator responds To reply with info
Is reply acceptable?
No
Yes
CHCS MCP Referral Appt Booked
Referral will be reviewed in new queue

EWRAS 101

- **EWRAS Functional Areas**
  - **Enter a Referral**
    - Roles:
      - Provider/Non-Provider/MCSC request referrals in EWRAS
      - Non-Provider requires co-signature
  - **Route a Referral**
    - Roles:
      - Rules Manager
    - Rules Manager will set up rule sets to route referral to specific review queue or automated review decision based upon referral criteria
    - Referral routed based upon the rule set of the parent DMIS where the Provider/Non-Provider is enrolled on TRICARE Online

EWRAS 101

- **EWRAS Functional Area (Con't)**
  - **Review the referral**
    - Roles:
      - Reviewer, Review Administrator
    - Most review process automated
    - Review will be performed if referral sent to review queue
    - Review Administrator will manage admin queue

EWRAS 101

- **EWRAS Functional Area (Con't)**
  - **Book the appointment**
    - Role
      - No EWRAS roles involved in booking appointment
    - Referrals approved to direct care will build MCP referral in CHCS
      - EWRAS will be updated with CHCS appointment information
    - Referrals approved to Civilian Network will route HIPAA compliant 278 referral message to MCSC
      - Referral can be manually updated with appointment information for civilian appointments

EWRAS 101

- **EWRAS Functional Area (Con't)**
  - **Enter Specialist Feedback**
    - Roles:
      - Specialist, Transcriptionist, Enter Network Results
    - Specialist findings for the patient visit can be entered and associated with patient referral
    - MCSC not required to enter results in EWRAS

EWRAS 101

- **EWRAS Functional Area (Con't)**
  - **Admin Closure**
    - Role
      - Rules Manager
    - Non-resulted referrals can be manually closed

EWRAS 101

- **EWRAS Functional Area (Con't)**
  - **Administrative Functions**
    - Role
      - Rules Manager
    - EWRAS Configurations
    - Creating Review Queues
    - Defining Routing Rules

Conclusion

- **Additional information provided via the EWRAS website:** www.tricare.osd.mil/tai/ewras.htm
- **Additional training**
  - Business Rule Documentation
  - Train the Trainer
  - Web Based Training